



PRODUCT: Portable
SERVICE ADVISORY # 025
DATE: June 25, 1985

Subject

COMPAQ Portable 286TM Tape Backup Drive

The COMPAQ Portable 286 is the first time COMPAQ Computer Corporation has made use of the tape backup drive in a portable environment. To meet the requirements for a portable computer, some additions had to be made to the drive. Some additional mounting was placed on the motor and the metal drive chassis was altered to make the drive more stable.

This situation brings about a need for a new Spares Kit part number for this new version of the fixed disk backup drive which is:

102779-001 Backup Drive, Portable

The Spares Kit ordered under the 101438-001 part number are still available for Desktop units only. The use of these drives in the COMPAQ Portable 286 is not supported by COMPAQ and may cause undeterminable results.

DEALER ACTION

When ordering Spare Tape Backup Drives for a COMPAQ Desktop computer, use part number:

101438-001 Backup Drive - DP

When ordering Spare Tape Backup Drives for a COMPAQ Portable 286 computer, use part number:

102779-001 Backup Drive - P

DO NOT use a spare Backup Drive received under part number 101438-001 in a COMPAQ Portable 286.

If any further questions exist on this matter please call COMPAQ Dealer Support at:

800-231-9977 (All Authorized Dealers)

Telex: 795437

A/B: COMPAQCOMP HOU (Houston, TX)

Telex: 898630
A/B: COMPAQ TTX D (European Headquarters)
49-89-926-970

Telex: 889126
A/B: COMPAQ G (United Kingdom Headquarters)
44-1-940-8860

Telex: 603124
Attn: COMPAQ (French Headquarters)
33-4-446-3625

416-449-8741 (Canadian Headquarters)

cc: Store Manager